

ANALYSIS OF LIBRARIANS INTERPERSONAL COMMUNICATION AT PERPUSTAKAAN B. J. HABIBIE

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ABSTRACT

This research was conducted at the B.J Habibie Library of Politeknik Negeri Ujung Pandang. The problem that occurs in this research are the library staff (librarian) has been seen implementing unsuitable interpersonal communication such as not applying nonverbal communication i.e., expressions and eye contact to students (the librarians) and not trying to build communication with students. This study aims to determine how the interpersonal communication of staff (librarian) at the B.J Habibie Library. This type of research is descriptive with a population of 6,635 and the sample is drawn using the slovin method of 99 respondents. Then the data was collected through a questionnaire with a simple random sampling technique. From the results of the validity test of this study, it shows that there are 2 invalid indicators, namely the indicator of accepting input and appreciating, while the reliability test is 0.862. The results of the research that have been carried out show that during this pandemic the frequency of student visits to the library is 1-3 times a month and is dominated by grade 3 who come from the D3 Programme at Politeknik Negeri Ujung Pandang. Then the results of data analysis using quantitative analysis show that almost the indicators are in the good category, there is 1 very good indicator, namely equality. However, there are also indicators that have quite a lot of respondents answer neither agree nor disagree i.e., familiarity, willingness to cooperate and eye contact. But, overall, still in good category.

Keywords: Interpersonal Communication, Librarian, Perpustakaan B. J Habibie

1) INTRODUCTION

Interpersonal communication is an interactive process through which man exchanges information with his fellow man in the society in a manner that engenders mutuality, rapport and understanding. Interpersonal communication in reference services is the process through which information, knowledge, idea, message are interpreted and conveyed from reference librarian to library user or from library user to reference librarian with perfect understanding of each other in a consistent manner (Anyim,2018:4). Furthermore, Wisdom O. Anyim quote other researches which state that firstly, interpersonal communication as the exchange of meaning between individuals through a common system of symbols, emotions, thoughts and knowledge is transferred throughout the process of sharing of ideas, feelings, thoughts and messages with others on mutual basis (Ifidon and Ugwuanyi, 2013; Ojomo, 2004; Yildiz, 2012). Secondly, Interpersonal communication could also be 5 defined as a means by which two or more people interact, send and receive information or a process of using language and non-verbal cues to send and receive

messages between individuals that are intended to arouse particular kinds of meaning (DeFleur and Dennis, 2002).

Interpersonal communication is often referred to as face-face communication. It is the exchange of ideas and information between two people you and your friend, you and your boss in the library, you and your clientele; your colleagues in the office or any other person (Aliu and Eneh, 2011:3). Efficient communication skills, begets efficient library services and user’s satisfaction. The library as a conservator and transmitter or recorded information and knowledge requires a librarian with deep communication skills to be able to identify, organize, interpret and synthesize his collection to meet the varying needs of his known and potential user. Some of these could be achieved in the use of symbols and directional signs well worded to give the desired message which are aspects of the non-verbal communication skills of the reference unit (Aliu and Eneh, 2011:3).

Various of research shows that interpersonal communication for librarian is a need and important because it’s related to user satisfaction and organizational effectiveness (Aliu and Eneh, 2011; Hardjati and Febrianita, 2019; Okoro et.al, 2017). This research contains the indicators of interpersonal communication, verbal communication and non-verbal communication. The indicators of interpersonal communication such as openness, accept suggestion, responsiveness, empathy, supporting, familiarity, positive thinking, equality. The indicators of verbal communication are message structure and message style, the non-verbal indicators are gesture, expression and eye contact.

2) METHODS

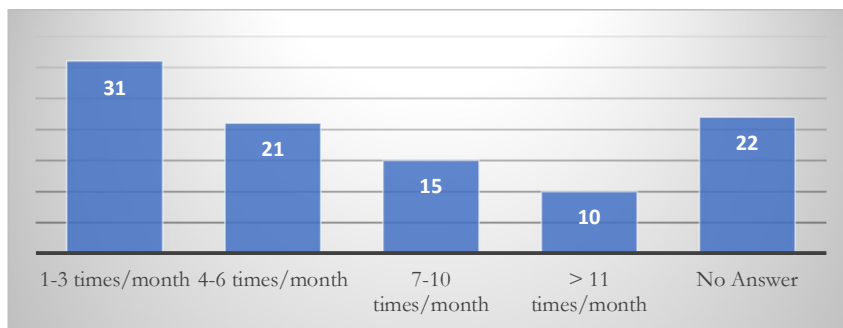
This research is descriptive with a population of 6,635 students and the sample is drawn using the slovin method of 99 respondents. The characteristic of respondent are student who visit to Perpustakaan B. J Habibie and they had conversation to Librarian or at least they saw their friends had a conversation to Librarian. Then the data was collected through a questionnaire with a simple random sampling technique. From the results of the validity test of this study, it shows that there are 2 invalid indicators, namely the indicator of accepting input and appreciating, and others are valid with the value of the validity more than t-table 0,444. The reliability test is used *Cronbach Alpha* 0.862 and it is reliable.

3) RESULTS

Based on descriptive analysis, the result of this research showed the tables below:

Respondent Identity

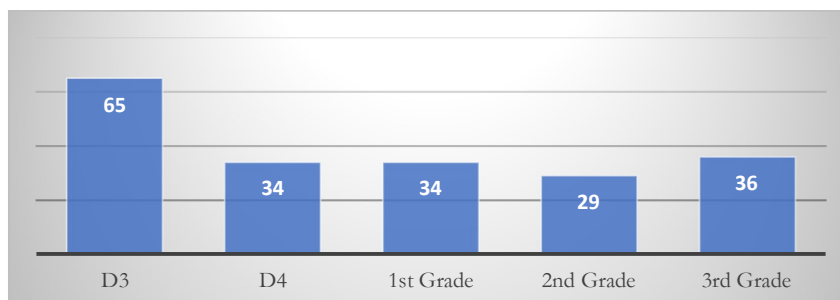
Table 1 Frequency of Students to visit Perpustakaan B.J Habibie



Source: data analysis, 2021

Since pandemic, the students are not visiting library as much as before pandemic because there is a limitation for visitors to enter Perpustakaan B. J Habibie according to the policy of Politeknik Negeri Ujung Pandang.

Table 2 Level Programme and Class



Source: data analysis, 2021

Statistic Descriptive Analysis

Table 3 Research Result

Item	Strongly Disagree		Disagree		Neither Agree nor Disagree		Agree		Strongly Agree	
	Jumlah	%	Jumlah	%	Jumlah	%	Jumlah	%	Jumlah	%
Librarian are able to sense student needs and wants		0,0	2	2,0	28	28,3	48	48,5	21	21,2
Librarian are able to communicate well with students	1	1,0		0,0	10	10,1	59	59,6	29	29,3
Librarian supports open interaction with students	1	1,0	2	2,0	21	21,2	54	54,5	21	21,2
Librarian are able to establish two-way communication with students	1	1,0	1	1,0	17	17,2	60	60,6	20	20,2
Librarian think positively towards students		0,0		0,0	16	16,2	53	53,5	30	30,3
Librarian is able to serve one student with another without discriminating		0,0		0,0	8	8,1	35	35,4	56	56,6
Librarian is able to build familiarity with new students		0,0	4	4,0	31	31,3	40	40,4	24	24,2
Librarian are able to communicate a desire to work together or do something related to their service duties		0,0	1	1,0	35	35,4	46	46,5	17	17,2
Librarian make eye contact every time they talk to students	1	1,0	2	2,0	32	32,3	45	45,5	19	19,2
Librarian gives ideas or feedback to students		0,0		0,0	23	23,2	57	57,6	19	19,2
Librarian listen students and responds well		0,0		0,0	14	14,1	59	59,6	26	26,3
Librarian are able to maintain good and correct communication		0,0		0,0	11	11,1	55	55,6	33	33,3
Librarian is able to convey messages using good gestures	1	1,0		0,0	23	23,2	54	54,5	21	21,2
Librarian use correct message structure in direct communication		0,0		0,0	18	18,2	49	49,5	32	32,3

Source: data analysis, 2021

Statistic descriptive analysis shows that almost all the indicators are in the good category, there is a very good indicator, namely equality. However, there are also indicators that have quite a lot of respondents answer neither agree nor disagree i.e., familiarity, willingness to cooperate and eye contact. But overall, still in good category.

4. DICUSSION

Based on the result of this research, we can conclude that librarians had been implementing or practicing the interpersonal communication as best as they can do. Interpersonal communication through verbal communication i.e., messages structure is good but non-verbal communication i.e. eye contact where quite a lot of respondents answer neither agree nor disagree, although it's still in good category. But the other side, they have to increase their ability at familiarity, communicate their willingness to cooperate and give attention through eye contact when they talking to students.

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